

Illinois LDC – Customer Service & Outreach

Illinois Commerce Commission 2017-2018 Winter Preparedness Policy Session

October 25, 2017

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*Managing Director, Customer Experience
Nicor Gas*



Key Communication Themes

- Financial Assistance
 - Programs and support for low-income customers
 - Customer Education
- Customer Experience
 - Options for customers to obtain information, manage billing and payment options
- Customer Safety
 - Winter safety advice, recommendations and support
- Energy Efficiency
 - Comprehensive programs available

Financial Assistance

- 2018 Program Year federal LIHEAP funding for Illinois
 - \$167.5 million – expecting same as last year
- Illinois ranked 4th in federal funding levels FY2017
- LIHEAP starting October 1
- Approximately 373,000 Illinois LIHEAP recipients
- LIHEAP advocacy
 - March 12 & 13th, 2018 - LIHEAP action day
 - August LIHEAP action month

Know any friends or family having trouble paying their energy bills? Let them know help is available.

Low Income Home Energy Assistance Program (LIHEAP)
877.411.WARM (9276) liheapillinois.com

Percentage of Income Payment Plan (PIPP)
877.411.WARM (9276) liheapillinois.com

Nicor Gas Sharing Program
773.205.3520 nicorgas.com

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Financial Assistance

- Ameren Illinois
 - Warm Neighbors Cool Friends
- MidAmerican Energy
 - I Care
- Nicor Gas
 - Sharing Program
- Peoples Gas/North Shore Gas
 - Share the Warmth

Ameren Cares

Struggling to keep up with energy bills?

CUSTOMER ASSISTANCE EVENT

Thursday, October 12

Decatur Macon County Opportunities Corporation

What to Expect at the Event:

Explore payment assistance programs
Get answers about your bill and learn about payment assistance programs offered by Ameren Illinois.

Apply for a bill assistance grant
Determine if you qualify to receive a one-time grant of up to \$150 toward your energy bill. (See box at right for more information.)

Tips to reduce your monthly bill
Learn about simple actions you can take to be more energy efficient and save money.

What you should bring:

- Current copy of Ameren Illinois bill
- Proof of 30-day income (pay stub)
- Photo ID

WHERE:
Old King's Orchard Community Center
815 N. Church Street, Decatur, IL 62521

TIME:
9 A.M. - 1 P.M.

Please note: Grant funds are limited and will be available on a first-come, first-served basis.

Do I qualify for a grant to reduce my bill?
A one-time grant of up to \$150 per household is available to customers who meet low-income eligibility requirements. (See chart below for details.) Funds are limited and will be available on a first-come, first-served basis.

Family Size	30-Day Max Income
1	\$2,010
2	\$2,707
3	\$3,403
4	\$4,100
5	\$4,797
6	\$5,493
7	\$6,190
8	\$6,887

(Maximum 30-day income based on federal income guidelines.)

This event is open to Ameren Illinois customers only.



Sharing warmth – Sharing Program

Energy assistance for Nicor Gas customers

Nicor Gas is committed to making a meaningful impact in the communities we serve. Since its inception, the Nicor Gas Sharing Program has provided financial assistance to more than 80,000 Illinois households.

Nicor Gas Sharing Program

The Nicor Gas Sharing Program provides qualifying households with monetary relief for their natural gas bills. Eligibility is based on several factors, including household size and income.

The Nicor Gas Sharing Program is administered by the Salvation Army and funded through direct contributions from Nicor Gas customers and employees. In addition, the Salvation Army is located at nicorgas.com/energyassistance or call **773.205.3520**.

Sharing grants will be available for eligible customers who meet the guidelines for the following situations:

Crisis situations and veterans

Special programs are designed for veterans and customers in crisis situations.

Crisis situations

Eligible customers can receive a Sharing Grant of either \$400 or \$150 for customers who are in crisis situations. Upon applying for this grant it will require approval and customers must meet income guidelines. Must show proof of a 5% post-ratio payment being made within the last 60 days of application date.

Veterans

Eligible customers who are Veterans can receive a maximum grant up to \$200. Upon applying for this grant it will require approval and customers must meet income guidelines.

For more information, please contact the Salvation Army at **773.205.3520**. A good faith payment is not required for eligible customers who are Veterans.

Assistance for activated military personnel

Nicor Gas offers a package of benefits to assist a trusted guard and reservists who reside in our service territory. Call **888.Nicor.4U (642.6748)** for more information.

Family Size	Maximum Monthly Income (Gross)	Maximum Monthly Income (Net)	Maximum Monthly Income (Gross)
1	\$1,906	\$1,713	\$1,418
2	\$2,132	\$1,939	\$1,592
3	\$2,358	\$2,165	\$1,818
4	\$2,584	\$2,391	\$2,044
5	\$2,810	\$2,617	\$2,270
6	\$3,036	\$2,843	\$2,496
7	\$3,262	\$3,069	\$2,722
8	\$3,488	\$3,295	\$2,948

Salvation Army locations

427 E. Cedar Blvd. Alton, IL 62001 618.767.265	333 2nd Ave. Joliet, IL 60431 815.726.4234
422 S. Main St. Bellefontaine, IL 62001 618.714.1862	641 N. Harbor Ave. Kankakee, IL 62901 815.511.1421
80 W. Washington St. Bloomington, IL 62202 309.539.799, ext. 389	235 E. Market Ave. Normal, IL 62206 309.455.0231
2940 W. 127th St. Blue Island, IL 60406 708.332.8300	216 W. Madison St. Ottawa, IL 61352 618.481.1856
532 N. Prospect Ave. Champaign, IL 61825 219.733.7402, ext. 24	102 N. Division St. Pontiac, IL 61754 815.435.0065
2337 S. Larkin Ave. O'Fallon, IL 62454 618.222.7171	531 Broadway St. Oswego, IL 62450 618.222.7171
200 W. Capital Lake Ave. Crystal Lake, IL 60014 815.481.2769	416 S. Madison St. Rockford, IL 61104 815.972.0188
406 Green St. Danville, IL 61810 512.738.4318	1711 S. 7th Ave. St. Charles, IL 61054 630.372.2709, ext. 209
216 Douglas Ave. Evanston, IL 61120 847.481.2769, ext. 10	409 Avenue F Shelton, IL 61158 815.425.5622
1625 Sherman Ave. Peoria, IL 61603 309.672.2702	112 S. Bloomington St. Springfield, IL 62761 217.522.2702
100 W. Exchange St. Freeport, IL 62521 618.222.7171	115 S. 4th St. Villa Park, IL 60181 630.322.2702
689 W. Demeter St. Deer Park, IL 60018 847.981.1711	816 S. Green Bay Rd. Whispering, IL 60091 630.322.2702

Additional Customer Program and other services are found at nicorgas.com

For additional information on programs please visit nicorgas.com/energyassistance

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Financial Assistance - Customer Education

- Customer education about financial assistance options is priority. We use multiple channels:
 - Advertising
 - Customer inserts/brochures
 - Customer service center

Get a grant from Nicor Gas

Income-qualified customers may apply to receive a one-time grant from our Sharing Program to help pay for their natural gas bill.

Visit your local Salvation Army office to apply for a grant.

For more information, visit
nicorgasrebates.com/sharing



Financial Assistance - Customer Education – cont.

Channels Cont.

- Call center refresher training
- Community Action Partnerships
- Emails/text alerts
- Informational sessions throughout IL
- Media
- News release
- Outbound calling
- Partner outreach
- Social Media
- Utility resource fairs

Customer connection

inside

- Energy assistance
- Payment arrangements
- Energy efficiency rebates

NORTH SHORE GAS
NATURAL GAS DELIVERY

Energy assistance is available

We understand that it's sometimes difficult making ends meet. Here are two options that may help you pay your natural gas bill.

LIHEAP open to specified households
Applications for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) opened Nov. 1 for households with children age 6 or under who have been disconnected. LIHEAP will open for all qualifying households on Dec. 1.
LIHEAP helps low-income customers pay past-due balances on energy bills. Eligibility and grant amount depend on household size and income.

Applicants are required to submit:

- Proof of gross income for all household members over age 18
- Current residential heating bill
- Proof of Social Security numbers for all household members
- Medical Eligibility Card for any household member receiving Temporary Assistance for Needy Families (TANF)
- Rental agreement in cases where utilities are included in rent

Share the Warmth grants available
Eligible customers are reminded that financial assistance is available through the North Shore Gas Share the Warmth program. Administered for North Shore Gas by the Community Action Partnership of Lake County (CAPLC), Share the Warmth provides heating grants to limited and fixed-income households. Eligible customers who make a payment toward their bills receive grants of up to \$200.

Applicants are required to submit:

- Proof of household income or any financial assistance for the past 30 days for all members of the household over age 18
- Your current residential heating bill

Call the Community Action Partnership of Lake County at 847-349-4838 to apply for LIHEAP or a Share the Warmth grant.

WINTER 2017-2018 - INCOME GUIDELINES		
Household size	LIHEAP	Share the Warmth
MAXIMUM 50-54% INCOME		
1	\$ 1,508	\$ 2,010
2	\$ 2,030	\$ 2,706
3	\$ 2,362	\$ 3,404
4	\$ 2,676	\$ 4,100
5	\$ 2,886	\$ 4,787
6	\$ 4,100	\$ 5,483
7	\$ 4,842	\$ 6,190
8	\$ 5,368	\$ 6,887

En Español

Nicor Gas

Leaks, Odor or Emergencies
888.Nicor4U (642.6748)

Call Before You Dig
811 Dial 811

My Account
Learn More

Sign In

Residential Business Builders/Developers Rates and Costs Natural Gas Vehicles Safety Community About Us Contact Us

Energy Assistance is Available

Help is available if you need assistance paying your natural gas bills.

[Learn More](#)

Your Security is Important to Us

Energy Assistance

A Real Difference

Investing in Illinois

Customer Experience

- Multiple billing and payment options
 - Electronic billing and payments
 - Budget billing
 - Payment plans
 - Company-specific options
 - The Illinois Patriot Plan



Enroll in Budget Plan

Before the temperature drops and you turn the heat up, enroll in our Budget Plan now to help even out the seasonal highs and lows of your bill.

[Learn More >](#)

Customer Safety

- Fire prevention
- CO safety
- Safe removal of ice and snow build-up
- Billing scams

POWER OF INFORMATION - IN YOUR IN BOX

Have you selected your home smart thermostat? The latest smart thermostats designed to help you save money, energy and time, plus keep you and your family safer when it comes to power outages and energy risks. Our In-Box team has selected safety tips, an informational video about managing your MidAmerican Energy account online, and a chance to win a free weather radio. To subscribe, visit us at www.midamericaneenergy.com and select In-Box. Just check from the featured newspaper inserts to update your contact information.

STAY SAFE AS THE SEASONS CHANGE

As the seasons change across the Midwest, the things you need to keep in mind about your energy use change too. Here are some safety tips to remember as we move into autumn:

- **GET A SERVICE:** When the weather gets colder, your furnace will run and your windows will be closed. Install a carbon monoxide detector near your bedrooms to alert you to dangerous levels.
- **SERVICE YOUR FURNACE:** Schedule an appointment now with a qualified heating technician to make sure your furnace operates safely and efficiently this winter.
- **CHECK THE CHIMNEY:** Inspect your chimney to make sure it's unobstructed. Because many furnace vent into the chimney, it's not for fire of debris to allow gases to vent to the outside atmosphere. If you're having wood in a fireplace, have your chimney inspected to make sure it's in good condition and free of buildup.
- **CLEAR THE AREA:** Keep the area around your furnace clear for good air circulation. Keep all flammable materials like clothing, cardboard boxes, paint cans, tools and solvents far away from the furnace.
- **LOOK UP:** When cleaning gutters, washing storm windows, picking apples or harvesting fall crops, make sure you are on a solid overhead power line. Before you start working, look up from your work area to locate any overhead power lines. Then stay clear of electrical lines as you work.
- **KEEP SAFE WITH ADEQUATE LIGHTING:** As dusk gets closer, make sure your outdoor lighting is in good working order. Adequate lighting can help prevent you or your pets from tripping or falling, or from accidents caused by darkness. Inspect bulbs and outlets for weather damage and replace burned bulbs.

For more information on staying safe around energy overhead, follow MidAmerican Energy on Facebook and Twitter.

DON'T LET SCAMMERS INTO YOUR ACCOUNT!

Managing your home's energy needs online through My Account is quick and easy. If you hand over the details of your MidAmerican Energy account, it can be put at risk and stay for years. Please be cautious if anyone asks you for personal information or details, including information about your MidAmerican Energy account. For more information on how to protect yourself from scammers, visit our website, click on Navigation and look for Beware of Scams.

Protect Our Energy Lines. Protect the Community.

Please share the safety information with neighbors and their families.

CALL BEFORE YOU DIG

Call 811 or 1-800-4-A-HEAD to get your lines marked before you dig. It's the safe way to protect your property and avoid a dangerous situation.

BE ALERT FOR GAS LEAKS

Be alert for the signs of a gas leak. If you smell gas, turn off the gas at the meter, leave the house, and call the gas company. Do not use a phone or any electrical device, as this could create a spark.

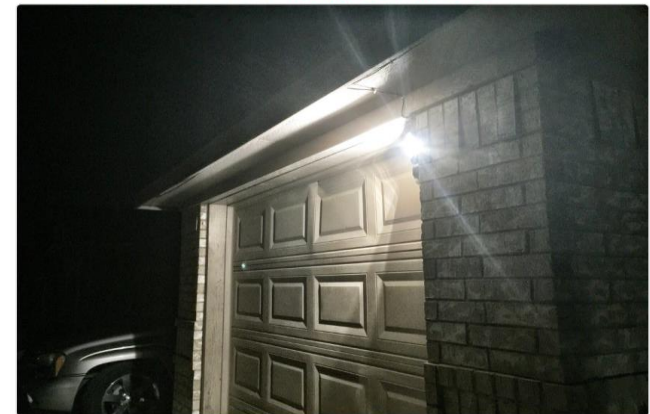
POWER LINE SAFETY

Power lines can be dangerous. Stay clear of power lines and do not touch anything that is touching a power line. If you see a downed power line, call 911.

MidAmerican Energy
@MidAm_EnergyCo

Follow

Shorter fall days mean more need for outdoor lighting. Take the proper safety precautions with good lighting! bit.ly/26xVmvS



Ameren Energy

Helping Students Learn about Electrical and Natural Gas Safety

Order FREE Safety Education Materials that Meet National and Illinois Core Content Standards!

What Teachers Are Saying...

"We greatly appreciate completing this unit each year. It is very interactive, yet easy for lower readers to understand. In addition, we can utilize the higher grade level materials for students who are above grade level. This is an invaluable resource."

Customer Safety

- Utility companies warn customers about utility billing/payment scams using traditional and social media channels.




SCAM WARNING

Never give cash, purchase a pre-paid credit card or share credit card numbers with someone who is threatening to disconnect your power claiming your utility bill is unpaid.

Never let anyone into your home claiming to be from the utility unless they show proper identification.

If you have any doubt or suspicion call us at **1.800.755.5000**

Learn about ways to pay your bill safely at [AmerenIllinois.com](https://www.AmerenIllinois.com)

**Ameren**
ILLINOIS

Customer Safety

- Customer safety is a priority for all Illinois utilities.
- Social media as well as traditional communication methods are used to share gas safety information.
- Winter season safety is eminent.

NATURAL GAS SAFETY

What You Need to Know

It takes our homes, our schools, our stores, too. For many of us, natural gas is an important part of daily life. When used properly, natural gas is a safe and efficient source of energy. However, natural gas can be hazardous, too — with risks ranging from carbon monoxide poisoning to explosions. Your safety is our top priority.

Amaren Illinois
1.800.755.5000
AmarenIllinois.com
TTY: Illinois Relay 711
JULIE 1.800.811
IllinoisCall.com
Amaren Illinois Call Center
1.800.222.1222
IllinoisPeaceCenter.org

CUSTOMER-OWNED GAS LINES Amaren Illinois owns and maintains the natural gas pipelines that run to your gas meter. However, some customers also have buried gas piping to outdoor gas burning appliances, such as a heater for a pool or detached garage, a permanently installed gas grill, or a natural gas light. You may also have buried piping if the gas feed line from your meter goes underground before entering a basement or crawl space.

This piping belongs to the property owner. Amaren Illinois does not maintain it, and JULIE does not locate it. If you have buried gas piping, have a qualified plumber or heating professional inspect it periodically for leaks and make any necessary repairs.

CALL OR CLICK BEFORE YOU DIG

With one quick call to 811 or click at IllinoisCall.com, JULIE, the Illinois One-Call System, will make sure that all buried utility-owned lines are marked so you can dig safely. If you dig without calling, you could injure yourself or others or disrupt utility service to an entire neighborhood. You may even have to pay fines and repair costs. Whether you're planning a tree or writing a poem, call or click at least 48 hours before any digging project. The service is free, and it's law.

811
Know what's below. Call before you dig.

SMELL GAS? LEAVE FAST!
THINK: CALL 811 OR 24/7 TO ENSURE EVERYONE'S SAFETY

EXCESS FLOW VALVES are an additional safety feature designed to shut off the flow of natural gas in case a gas service line is significantly damaged. You can request to have an excess flow valve installed in the natural gas line that serves your home or small business. The cost generally ranges from \$500 to \$750. The work typically takes no more than a day, but the restoration of the work site may take longer. Not every natural gas line can accommodate an excess flow valve. For additional information, please call Amaren Illinois and request to speak with Construction Services.

EASEMENTS FOR UNDERGROUND LINES Easements provide your utility company the access it needs to repair and maintain natural gas pipelines and electric lines that may be buried on or near your property. Adding a permanent structure on your property has the potential to infringe on utility easement rights. Before construction begins, ask your contractor to check for any utility easements affecting your property.



GAS SPACE HEATERS NEED FRESH AIR

Some gas space heaters need fresh air to operate safely. If a room is airtight, the heater's carbon monoxide and propane detectors may not work properly. To avoid the risk of carbon monoxide poisoning, make sure the heater has enough fresh air and is properly vented outdoors. Many utilities will also install the gas piping and venting for the heater if the owner where the heater is located. Vent gas heaters. Gas heaters in a room used as a supplemental heat source only are should not be used in airtight rooms.

HOW TO RECOGNIZE A GAS LEAK

HEAR: If you hear hissing or whistling, or a clicking or rattling sound, stop what you're doing and call 811 or 24/7.

SEE: If you see an odorless, colorless gas leak, it could be a gas leak. If you see a flame, it could be a gas leak.

SMELL: A natural gas leak has a distinct odor. We add a small amount of odorant to the gas so you can smell it. If you smell it, call 811 or 24/7.

DO NOT CREATE A FIRE HAZARD To keep your home and family safe, never use or store flammable materials near a natural gas appliance or where they could be exposed to an open flame. For added protection, make sure the combustion door on your water heater has the metal covering that provides access to the burner in good condition.

PLUG OPEN GAS LINES Have you recently moved into a home that has gas lines you don't use? Or replaced a gas appliance with an electric one? If so, turning off the valve to the unused gas line is not enough. If the appliance valve is turned on by mistake, fire or explosion could result. Don't take chances — have a qualified plumber or heating professional cap or plug the line.

DO NOT WANT IT OR MIGHT BE TOO LATE!

Anyone who suspects a gas leak, call 1.800.755.5000 immediately. Don't assume someone else has already made the call. We will respond to emergencies at no cost to ensure your safety.

PIPELINE SAFETY IS DAILY FOCUS

Part of a vast national network, our pipeline system includes about 16,000 miles of pipeline and 12 underground gas storage fields. To keep our system safe, we monitor equipment around the clock and perform regular maintenance. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night. More pipelines are being underground. High-visibility systems clearly identify the approximate location of major pipelines in the area and highlight the need for extra care. Visit the National Pipeline Mapping System at nps.mta.gov for more information about pipelines operating in your area.

INSPECT NATURAL GAS EQUIPMENT IN YOUR HOME

It's important to have a professional inspect your natural gas equipment at least once a year. This includes gas furnaces, boilers, water heaters, and other gas-burning appliances. A professional inspection can help you identify potential problems before they become serious.

Flared Gas Fittings Gas fittings, such as pipe and valves, are made of steel or brass. They are designed to be flared, which means they are shaped into a cone to create a tight seal. Flared fittings are used in many gas systems, including those in homes and businesses.

Computerized Leak Detection Systems (CLDS) These systems use sensors to detect leaks in gas pipelines. They can be installed in homes and businesses to provide early warning of a gas leak.

Gas Leaks in Crawl Spaces Gas leaks in crawl spaces can be dangerous. They can be detected by a professional inspection or by a gas leak detector.

Carbon Monoxide Detectors Carbon monoxide is a colorless, odorless gas that can be deadly. Installing carbon monoxide detectors in your home can help you detect a leak before it becomes a problem.

AMAREN ILLINOIS



NATURAL DISASTERS

After a disaster, it's important to check for gas leaks. If you smell gas, call 811 or 24/7. If you see a flame, call 811 or 24/7. If you hear hissing, call 811 or 24/7. If you see a gas leak, call 811 or 24/7.

To help ensure the safety of your home and family, Amaren Illinois offers a free gas safety check. This check includes a visual inspection of your gas equipment and a leak test of your gas lines. The check is free of charge and can be scheduled at a time that is convenient for you.

CARBON MONOXIDE: THE SILENT KILLER

Carbon monoxide (CO) is a colorless, odorless, and tasteless gas. It is often called the "silent killer" because it can be deadly. CO is produced by burning fossil fuels, such as gas, oil, and coal. It can enter your home through a faulty furnace, boiler, or water heater.

If you suspect a CO leak, call 811 or 24/7. If you see a flame, call 811 or 24/7. If you hear hissing, call 811 or 24/7. If you see a gas leak, call 811 or 24/7.

KEEP GAS METERS CLEAR

Gas meters should be kept clear of any obstructions. This includes anything that could block the meter's access to the gas lines. This includes anything that could block the meter's access to the gas lines.

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AMAREN ILLINOIS

Smell rotten eggs in your home? It's not the dog.

YOU MIGHT HAVE A GAS LEAK

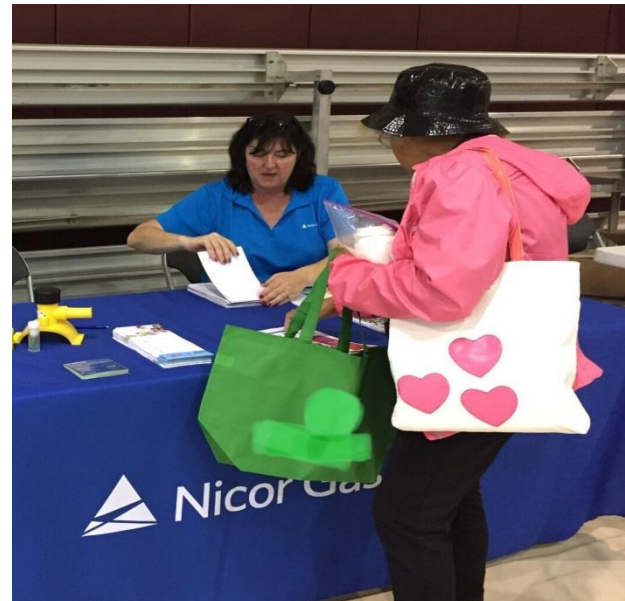
- DO NOT USE the phone, flashlight or electrical switches
- Evacuate the building
- Call Peoples Gas from another location and we'll send a technician at no cost to you

IF YOU SUSPECT A GAS LEAK, CALL 866-556-6002

PEOPLES GAS®
WE KEEP LIFE MOVING

Winter Preparedness Outreach

- Natural gas utilities communicate about winter-storm safety and preparation through multiple channels:
 - Grassroots: Informational satellite fairs about storm safety and winter preparedness.
 - PR: Press releases, social media, media inquiries, news conferences
 - Marketing: Advertising, newsletters, website, collateral
- Content/Topics:
 - Upcoming heating season
 - Natural gas costs
 - Natural gas savings (tips)
 - Natural gas safety
 - Storm safety
 - Winter preparation



Questions

